



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

SACHI A. HAMAI
Chief Executive Officer

October 16, 2015

To: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

From: Sachi A. Hamai
Chief Executive Officer

Board of Supervisors
HILDA L. SOLIS
First District

MARK RIDLEY-THOMAS
Second District

SHEILA KUEHL
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

211 LA COUNTY – CONTRACT AMENDMENT NUMBER ONE

On May 14, 2013, the Board of Supervisors (Board) authorized the Chief Executive Officer (CEO) to negotiate and execute a sole source three-year agreement with 211 LA County to provide health and human services, general and specialized Information and Referral (I&R) program services through the 2-1-1 dialing code. The contract became effective on July 1, 2013, with a three-year maximum cost of \$18,791,450.

The Board also delegated the following authority to the CEO:

Delegate authority to the CEO, or his designee, to prepare and execute monthly extensions of the requirements, or temporary specialized campaigns, with Countywide implications, will require a contract amendment. The approval of County Counsel will be obtained prior to executing such amendments.

Overview

The Department of Public Health (DPH) requested that the CEO-Service Integration Branch draft an amendment to agreement AO-13-079 with 211 LA County. The amendment added two special campaigns to the contract and increased the contract sum by \$83,000 for a contract total of \$18,874,450. The two special campaigns were fully funded by DPH's grant revenue.

Each Supervisor
October 16, 2015
Page 2

Amendment Number One Executed

On September 23, 2015, the CEO utilized its delegated authority to execute Amendment Number One to agreement AO-13-079. County Counsel reviewed and approved the amendment prior to execution. As instructed by the Board, the CEO is notifying you that an amendment to this contract has been executed. A copy of the executed Amendment Number One is attached for your reference.

Please feel free to contact me if you have any questions or need additional information, or your staff may contact Cheri Thomas at (213) 974-4603, or via email at cthomas@ceo.lacounty.gov.

SAH:JJ:CT:
CP:KS:km

Attachment

c: Executive Office, Board of Supervisors
 County Counsel
 Community and Senior Services
 Children and Family Services
 Health Services
 Mental Health
 Public Health
 Public Social Services

Attachment



AMENDMENT NUMBER ONE

TO

CONTRACT

BY AND BETWEEN

COUNTY OF LOS ANGELES

AND

**THE INFORMATION AND REFERRAL FEDERATION OF LOS
ANGELES COUNTY, INCORPORATED DBA 211 LA COUNTY**

FOR

INFORMATION AND REFERRAL PROGRAM SERVICES

**AGREEMENT NUMBER: AO-13-079
AMENDMENT NUMBER 1**

AMENDMENT NUMBER ONE
CONTRACT
FOR
INFORMATION AND REFERRAL PROGRAM SERVICES

This Amendment No. 1 is made and entered into this 23 day of September, 2015 by and between the County of Los Angeles (hereinafter "County") and The Information and Referral Federation of Los Angeles County, Inc. dba 211 LA County, a California Non-Profit Benefit Corporation (hereinafter "Contractor").

RECITALS

WHEREAS, on July 1, 2013, the parties hereto have entered into a Contract for Information and Referral Program Services (hereinafter "Contract") for a total maximum contract sum of **\$18,791,450**; and

WHEREAS, the County and Contractor mutually agree to utilize up to **\$83,000** from County's Department of Public Health ("DPH") to provide additional Information and Referral services as specified herein; and

WHEREAS, County's Chief Executive Officer ("CEO") has been delegated the authority to execute the amendments to this Contract that do not exceed more than a ten percent (10%) increase or decrease in the annual Contract amount when such amendment is necessitated by additional services as specified in Paragraph 8.1.5 (Amendments) under Section 8.0 (Standard Terms and Conditions) of the body of the Contract; and

WHEREAS, pursuant to Paragraph 8.6 (Compliance with Applicable Laws) under Section 8.0 (Standard Terms and Conditions) of the body of the Contract and Los Angeles County Code Section 2.206, County and Contractor wish to add additional required terms to the Contract; and

WHEREAS, the parties hereto now desire to further amend said Contract in accordance with the terms and conditions set forth below.

NOW THEREFORE, pursuant to Paragraph 8.1.6 under Section 8.0 (Standard Terms and Conditions) of the body of the Contract and in consideration of the mutual covenants contained herein and for good and valuable consideration, the parties agree to the following:

- I. The Contract is hereby incorporated by reference, and all of its terms and conditions, including capitalized terms defined therein, shall have full force and effect as if fully set forth herein.

- II. **Paragraph 5.1 of Section 5.0 (Contract Sum)** of the body of the Contract is deleted in its entirety and replaced with revised Paragraph 5.1, amended to read as follows:

The maximum contract payment for the term will be **\$18,874,450**, to be paid as follows:

- 5.1.1 **\$18,392,859** will be paid to Contractor at a fixed monthly rate of **\$510,913** (1/36 of the maximum contract amount excluding funding designated for cost reimbursement services).
- 5.1.2 For Countywide Emergency Hotline activities, the **\$94,737** total contract amount, not to exceed **\$31,579** per year, will be paid on an actual cost, monthly basis. In the event of an actual disaster or unforeseen situation requiring an unusual level of financial trends, the County will then indicate to the Contractor whether or not the increased level of support can be continued based on County funded support.
- 5.1.3 For Community and Senior Services (CSS) WorkSource California toll-free line activities, a flat fee of **\$2,700** per month for up to 200 calls per month, not to exceed **\$97,200** in flat fees for the contract term. Calls in excess of 200 in any given month will be billed at the rate of **\$12** per call, not to exceed **\$168,300** in overage charges for the contract term at an estimated allowance of **\$56,100** per year, in addition to the flat fee.
- 5.1.4 For the CEO Special Project for temporary, emergency food, transportation, and/or shelter for families who call 2-1-1, the remaining maximum amount of **\$38,354** will be available on an actual cost, monthly reimbursement basis, as long as funding for this project remains.
- 5.1.5 For the Department of Public Health Special Campaign - REACH **\$18,000** will be available in a single lump sum payment at the completion of all deliverables.
- 5.1.6 For the Department of Public Health Special Campaign – 1422 (CDPS) a maximum amount of **\$65,000** will be available on a flat fee, monthly basis, as long as funding for this project remains.

- III. **Exhibit B (Pricing Schedule)** of the Contract is hereby deleted in its entirety and replaced with revised Exhibit B, which is attached hereto and incorporated herein by reference.

- IV. **Section 1.0 (Applicable Documents)** of the body of the Contract is hereby deleted in its entirety and replaced with revised Section 1.0, amended to read as follows:

1.0 APPLICABLE DOCUMENTS

Exhibits A, B, C, D, E, F, G, H, I, J, K and L are attached to and form a part of this Contract. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, service, or other work, or otherwise between the base Contract and the Exhibits, or between Exhibits, such conflict or inconsistency shall be resolved by giving precedence first to the Contract and then to the Exhibits according to the following priority.

Standard Exhibits:

- 1.1 EXHIBIT A - Statement of Work
- 1.2 EXHIBIT B - Pricing Schedule
- 1.3 EXHIBIT C - Special Campaigns
- 1.4 EXHIBIT D - Contractor's EEO Certification
- 1.5 EXHIBIT E - County's Administration
- 1.6 EXHIBIT F - Contractor's Administration
- 1.7 EXHIBIT G - Forms Required at the Time of Contract Execution
- 1.8 EXHIBIT H - Jury Service Ordinance
- 1.9 EXHIBIT I - Safely Surrendered Baby Law

Unique Exhibits:

SB 1262 - Nonprofit Integrity Act of 2004

- 1.10 EXHIBIT J - Charitable Contributions Certification
- 1.11 EXHIBIT K - Special Campaigns: Department of Public Health REACH
- 1.12 EXHIBIT L - Special Campaigns: Department of Public Health 1422 (CDPS)

This Contract and the Exhibits hereto constitute the complete and exclusive statement of understanding between the parties and supersedes all previous Contracts, written and oral, and all communications between the parties relating to the subject matter of this Contract. No change to this Contract shall be valid unless prepared pursuant to Paragraph 8.1

(Amendments) under Section 8.0 (Standard Terms and Conditions) of the body of the Contract and signed by both parties.

- V. **Exhibit K (Special Campaigns: Department of Public Health REACH)**, which is attached hereto and incorporated herein by reference, is added to the Contract.
- VI. **Exhibit L (Special Campaigns: Department of Public Health 1422 (CDPS))**, which is attached hereto and incorporated herein by reference, is added to the Contract.
- VII. Except as expressly modified by this Amendment No. 1, the unaffected terms and conditions of the Contract shall remain unchanged in full force and effect and enforceable against the parties.

/


/

/

**AMENDMENT NUMBER ONE FOR
INFORMATION AND REFERRAL PROGRAM SERVICES**

IN WITNESS WHEREOF, the parties by their duly authorized signatures, have caused this Amendment No.1 to become effective on the day, month and year first above written.

**COUNTY OF LOS ANGELES:
CHIEF EXECUTIVE OFFICE**


By 
SACHI A. HAMAI
Interim Chief Executive Officer

9-23-15
Date

**CONTRACTOR:
THE INFORMATION AND REFERRAL FEDERATION
OF LOS ANGELES COUNTY, INC. DBA 211 LA COUNTY**

By 
MARIBEL MARIN
Executive Director

**APPROVED AS TO FORM:
MARY C. WICKHAM
Interim County Counsel**

By 
VICTORIA MANSOURIAN
Principal Deputy County Counsel

PRICING SCHEDULE

EXHIBIT B 211 LA COUNTY - CONTRACT RENEWAL			PERIOD: JULY 1, 2013 - JUNE 30, 2016								
Employee classification	FTE % to COUNTY	LA County Monthly	LAR	%	CRIB	%	ELDER	%	Unincorporated Area Helpline		
FTE's			33.54	FTE's	4	FTE's	4.29	FTE's	1.17	FTE's	
CRA	12.00	22.91	47,553	40,981	86.0%		5,242	11.0%	1,430	3.0%	
CRA Bilingual	27.00	23.55	110,261	94,824	85.0%		12,129	11.0%	3,308	3.0%	
SCRA (Resource Writers)	4.00	25.29	17,534		0.0%	17,534	100.0%	-	0.0%	0.0%	
Program Manager	2.00	30.22	10,476	7,710	73.6%	1,352	13.0%	1,048	10.0%	356	3.4%
Workforce Management Specialist	1.00	36.64	6,351	4,674	73.6%	826	13.0%	635	10.0%	216	3.4%
I & R Team Coach	3.00	22.15	11,518	8,477	73.6%	1,497	13.0%	1,152	10.0%	392	3.4%
I & R Quality Assurance Manager	4.00	23.64	16,390	12,063	73.6%	2,131	13.0%	1,630	10.0%	557	3.4%
Telecom Administrator	0.70	31.20	3,786	2,766	73.6%	492	13.0%	379	10.0%	129	3.4%
Outreach Manager	0.70	31.28	3,795	3,285	86.6%	-	0.0%	380	10.0%	129	3.4%
Resource Systems Developer	0.50	37.49	3,249	650	20.0%	2,599	80.0%	-	0.0%	-	0.0%
Chief Operating Officer	0.70	56.83	6,895	5,075	73.6%	895	13.0%	690	10.0%	234	3.4%
Data reporter	0.70	23.18	2,813	2,436	86.6%	-	0.0%	281	10.0%	96	3.4%
Network Administrator	0.70	36.65	4,447	3,273	73.6%	578	13.0%	445	10.0%	151	3.4%
Jr. Network Administrator	1.00	22.15	3,839	2,825	73.6%	499	13.0%	384	10.0%	131	3.4%
Programmer	0.70	33.58	4,074	2,958	73.6%	530	13.0%	407	10.0%	139	3.4%
Jr. Programmer	0.50	25.00	2,167	1,554	73.6%	282	13.0%	217	10.0%	74	3.4%
Executive Director	0.70	87.00	10,556	7,769	73.6%	1,372	13.0%	1,058	10.0%	359	3.4%
Associate Director/CFO	0.70	65.52	7,959	5,851	73.6%	1,034	13.0%	795	10.0%	270	3.4%
HR Manager	0.70	45.80	5,557	4,080	73.6%	722	13.0%	556	10.0%	189	3.4%
Accounting Manager	0.70	39.13	4,746	3,495	73.6%	517	13.0%	475	10.0%	161	3.4%
Staff Accountant	1.50	25.91	6,737	4,958	73.6%	878	13.0%	674	10.0%	229	3.4%
Executive Assistant	1.00	32.19	5,580	4,297	77.0%	725	13.0%	558	10.0%	-	0.0%
Emergency Services Coordinator	1.00	37.14	6,439	5,897	91.6%	-	0.0%	322	5.0%	219	3.4%
Admin Support Supervisor	0.70	28.41	3,447	2,537	73.6%	448	13.0%	345	10.0%	117	3.4%
Administrative Services Assistant	2.20	18.73	7,142	4,999	70.0%	2,143	30.0%	-	0.0%	-	0.0%
TOTAL SALARIES:	68.40		313,403	237,545	75.8%	37,163	11.0%	29,809	9.5%	8,886	2.8%
EMPLOYEE BENEFITS											
MEDICAL INSURANCE	9.00%		28,206	21,378	75.8%	3,345	11.5%	2,683	9.5%	800	2.6%
DENTAL INSURANCE	1.50%		4,701	3,564	75.9%	557	11.8%	447	9.5%	133	2.8%
VISION PLAN INSURANCE	1.00%		3,134	2,376	75.8%	372	11.5%	298	9.5%	89	2.8%
LIFE/DISABILITY INSURANCE	1.25%		3,918	2,959	75.8%	465	11.6%	373	9.5%	111	2.6%
401K PLAN (4%)	4.00%		12,535	9,502	75.8%	1,487	11.9%	1,192	9.5%	355	2.8%
SUB TOTAL	16.75%		52,495	39,768		6,226		4,993		1,488	
FICA (7.65%)	7.65%		23,975	18,173	75.8%	2,843	11.9%	2,280	9.5%	680	2.8%
WORKER'S COMPENSATION	2.75%		8,619	6,532	75.8%	1,022	11.5%	820	9.5%	244	2.8%
STATE UNEMPLOYMENT INS.	1.70%		5,328	4,038	75.8%	632	11.8%	507	9.5%	151	2.8%
	12.10%		37,922	28,743		4,497		3,607		1,075	
INURANCE											
DIRECTOR'S & OFFICERS			1,180	895	75.7%	140	11.9%	112	9.6%	33	2.6%
GENERAL			1,374	1,041	75.8%	164	11.9%	131	9.5%	38	2.8%
EARTHQUAKE			1,725	1,308	75.8%	205	11.9%	164	9.5%	48	2.8%
			4,279	3,244		509		407		119	
COMPUTER HARDWARE			2,809	2,123	75.8%	333	11.9%	266	9.5%	78	2.8%
COMPUTER SOFTWARE			5,635	4,273	75.8%	671	11.9%	536	9.5%	158	2.8%
TELEPHONE SYSTEM			17,500	13,264	75.8%	2,083	11.9%	1,663	9.5%	490	2.8%
PROPRIETARY SOFTWARE FEE			1,798	1,361	75.8%	214	11.9%	171	9.5%	50	2.8%
EQUIPMENT MAINTENANCE			-	-	100.0%	-	-	-	-	-	-
SPACE/FACILITY			20,160	15,122	75.0%	2,389	11.9%	2,168	10.8%	470	2.3%
OFFICE EQUIPMENT			945	717	75.8%	112	11.9%	90	9.5%	26	2.8%
SUPPLIES			2,130	1,615	75.8%	253	11.9%	202	9.5%	60	2.8%
TELEPHONE			19,133	14,458	75.8%	2,277	11.9%	1,842	9.6%	516	2.7%
UTILITIES			2,975	2,255	75.8%	354	11.9%	283	9.5%	83	2.8%
ADVERTISING/OUTREACH			2,500	2,500	100.0%	-	0.0%	-	0.0%	-	0.0%
BUILDING MAINTENANCE			2,753	2,086	75.8%	328	11.9%	262	9.5%	77	2.8%
CUSTODIAL			1,517	1,150	76.8%	181	11.9%	144	9.5%	42	2.8%
PRINTING/PHOTOCOPYING			1,168	883	75.8%	139	11.9%	111	9.5%	33	2.8%
POSTAGE			1,512	1,222	75.8%	162	11.9%	153	9.5%	45	2.8%
PROFESSIONAL SERVICES			6,382	4,838	75.8%	759	11.9%	606	9.5%	179	2.8%
TECHNICAL CONSULTANTS			7,618	5,774	75.8%	907	11.9%	724	9.5%	213	2.8%
STAFF DEVELOPMENT/TRAINING			4,439	3,365	75.8%	528	11.9%	422	9.5%	124	2.8%
TRAVEL/MEETING ATTENDANCE			1,750	1,327	75.8%	208	11.9%	166	9.5%	49	2.8%
			102,814	78,373		11,938		9,810		2,693	
TOTAL MONTHLY			510,913	387,693		60,333		48,626		14,261	
TOTAL ANNUAL			6,130,953	4,652,313		723,996		583,512		171,132	
TOTAL 36 MONTHS			18,392,859	13,956,939		2,171,988		1,750,536		513,396	

**OFFICE OF EMERGENCY MANAGEMENT (OEM)
PROJECTED COSTS AND SERVICE FEES**

Personnel Costs

Salaries

Telecommunications Manager and Programming Staff Estimated at 80 hours @ \$47.74 per hour	\$ 3,819
Administrative Support Staff (mailings) Estimated at 140 hours @ \$16.44 per hour	\$2,302
Disaster Response – Field Staff Estimated at 400 hours @ 22.28 per hour	\$8,912
Salaries Subtotal:	\$15,033

Benefits Calculated at 28% of gross wages	\$4,209
Administrative Indirect Cost Calculated at 21% of Personnel Cost	\$4,041
Subtotal Personnel Costs:	\$23,283

Telephone 1(800) Toll-free service Twelve months @ \$160 per month	\$1,980
--	---------

Postage 1lb.6oz. Packages: 1,000 @ \$4.07 11 oz. Packages: 500 @ \$2.75	\$4,070 \$1,375
---	--------------------

Mailing Materials/Office Supplies	\$310
-----------------------------------	-------

ENLA Related training and exercises	\$561
-------------------------------------	-------

Subtotal Non-Personnel Costs:	\$8,296
-------------------------------	---------

<u>Total Estimated Budget:</u>	<u>\$31,579</u>
---------------------------------------	------------------------

EXHIBIT B

**CSS – WORKSOURCE CALIFORNIA
36-MONTH BUDGET
JULY 1, 2013 – June 30, 2016**

211 LA County will provide information and referral to jobseekers and potential employers to WorkSource California centers within the Los Angeles County area. The public will dial toll-free Worksource California 1 (888) 226-6300 number that will automatically connect and be answered by 211 staff Monday through Friday from 8:00am to 8:00pm. A recorded message will be available after-hours.

- The cost for 200 calls per month will be a flat minimum monthly fee of \$2,700 for up to 200 calls per month.
- Calls in excess of 200 in any given month will be billed at the rate of \$12 per call in addition to the minimum \$2,700 monthly fee.

CSS will have ownership and be responsible for the maintenance and cost of the 1(888) 226-6300 toll-free line.

WORKSOURCE CALIFORNIA BUDGET	
36 Month Budget	
Flat fee (\$2,700 x 36)	\$ 97,200
Excess Calls	\$ 168,300
Total 36 Months	\$ 265,500

EXHIBIT B

**Department of Public Health REACH
One-Time Budget**

Contractor will be reimbursed in a single lump sum payment not to exceed \$18,000 upon the completion of all deliverables for this project.

The project must be completed by September 29, 2015.

	<i>Total</i>
Professional Services and Products	
I&R Service – CRIB and Information Updating and Administration	\$15,000
Project Administration	\$3,000
<i>Total</i>	\$18,000

EXHIBIT B

Department of Public Health 1422 (CDPS) 8-Month Budget

Contractor will be reimbursed monthly per deliverables completed for a maximum obligation not to exceed \$65,000.

8-Month Budget
October 1, 2015 – June 30, 2016

	<i>Budget</i>
Professional Services and Products	
I&R Service – Resource Writing, Research on Community Resources, and Updating of CRIB	\$61,500
Project Administration	\$3,500
Total	\$65,000

EXHIBIT K

Special Campaigns: Department of Public Health REACH

This project intends to provide materials and information on services as they pertain to key public health issues and to the specialized services of the Los Angeles County Department of Public Health (DPH) and the Department of Health Services (DHS). DPH will assist 211 with the identification of the relevant resources and services for this project. The effort contributes to and updates the Community Resource Information Bank (CRIB) to include up-to-date and/or new private and public agencies and program information needed to operate an effective information and referral (I&R) service that all County residents should have access to. The project also addresses alternative means of providing I&R service information and aims to ensure that the updated and/or new materials/information are made available on the 211 LA County website.

211 LA County I&R Service

- Collaborate with the Los Angeles Unified School District to specifically identify the existing 211 resource categories most relevant to schools.
- Update the information of the CRIB in the 211 LA County I&R service system. Make the updated information also available on the 211 website's "Healthy Living Events" page to include health resources in the Los Angeles Unified School District catchment area with special focus on those identified as most relevant to schools. The updated information can include an interactive resource map for schools and activities in the Los Angeles Unified School District catchment area.
- Enable callers or 211 website visitors to submit resources and events to be added to the Healthy Living Events Calendar and to provide comments or rate the community resources, services, interactive maps and information provided, as needed.

Uniform Reporting and Record Maintenance

- Collaborate with DPH to meet reporting requirements (such as number of calls and number of referrals to community resources) stipulated under this Agreement.

Deliverables

- Completion report of community resources identified for the project.
- List of categories identified as school-relevant.
- Documentation showing the updates made to the CRIB of the I&R service and the 211 website's "Healthy Living Events" page.

EXHIBIT L

Special Campaigns: Department of Public Health 1422 (CDPS)

This project intends to provide materials and information on services as they pertain to key public health issues and to the specialized services of the Los Angeles County Department of Public Health (DPH) and the Department of Health Services (DHS). DPH will assist 211 with the identification of the relevant resources and services for this project. The effort contributes to and updates the Community Resource Information Bank (CRIB) to include up-to-date and/or new private and public agencies and program information needed to operate an effective information and referral (I&R) service that all County residents should have access to. The project also addresses alternative means of providing I&R service information and aims to ensure that the updated and/or new materials/information are made available on the 211 LA County website.

211 LA County I&R Service

- Add self-assessment tools (standard tools to be provided by DPH) to assess the risk of hypertension and/or diabetes (includes pre-diabetes) as part of the 211 LA County I&R service. The assessments should be linked to appropriate health and social services and to community resources as cataloged in the CRIB so that those individuals identified to be at risk are appropriately referred to or have access to up-to-date information about the resources (such as local Diabetes Prevention Programs, community pharmacies that manage blood pressure medications, and health centers that provide high-quality diabetes and cardiovascular care). A version of these assessment tools and related resources information should also be made available on the 211 website under the "Home" -> "Health Care" search tab and the "Healthy Living Events" page. As part of this integration of the tools, I&R service should track the number of self-assessments actually completed and the results of the assessments.
- Add information to the I&R service (such as to the CRIB and corresponding 211 webpages) which includes:
 - A "Pre-diabetes" option (e.g., as part of the call service taxonomy and under the "Health Care" tab for the website) offering information about local National Diabetes Prevention Programs;
 - Updated inventory of health, social services, and community resources throughout the Los Angeles area with special focus on hypertension and diabetes prevention and management programming as part of the call service taxonomy and under the "Healthy Living Events" webpage; and
 - Expansion of information about community resources beyond the present focus of the Services Planning Area contracted by AltaMed.
- Update and enhance the usability of the Healthy Living Events calendar to include:
 - Enable a "My 211 Healthy Living Calendar" that can be used to create a personalized calendar based on interest, age group (children/adult/older adult), location, or other criteria.
 - Enable callers and 211 website visitors to submit resources and events to be added to the Healthy Living Events Calendar and to provide comments or rate the community resources, services, and information provided, as needed.

Call Center Connectivity and Referral Capacity

- Integrate all identified resources from the present Project to the CRIB of the 211 call center. Align the resources to the existing taxonomy code in the database for use with clients who call 211 to inquire about these services.
- When possible, integrate program system and protocols in the call center infrastructure and 211 website to refer clients with the relevant health risks or conditions to the Office of Women's Health Call Center. These health conditions can include obesity/overweight, pre-diabetes, type 2 diabetes, hypertension, and arthritis.

Uniform Reporting and Record Maintenance

- Collaborate with DPH to meet reporting requirements (such as number of calls, hits to the website, and number of referrals generated from the assessment tools) stipulated under this Agreement.

Deliverables

- Progress report of community resources identified for the project.
- Progress report of completed self-assessments and results; updated or new information in the CRIB; metrics related to reporting requirements (including counts, views, and referrals).
- "Healthy Living Events" utilization data for the CRIB of the I&R service with information made available on the 211 website.